



Unleash the power of **mixed reality**.

Learn how industries are using Dynamics 365 and mixed reality applications on HoloLens 2 with Synergiz's all-in-one HoloKase solution.

Contents

The way we work has changed	3
Transform manufacturing operations	6
Case study: A manufacturing client in Asia improves operations with an all-in-one mixed reality product, HoloKase	7
Reimagine healthcare	8
Case study: A medical manufacturer supports surgeons by deploying a new mixed reality application to HoloLens 2	9
Drive innovation in the energy sector	10
Case study: ENGIE Lab CRIGEN and Synergiz build a mixed reality app to visualize data in new ways.....	11
Revolutionize your industry with mixed reality experiences	13

The way we work **has changed**

How are companies adapting?

Maintaining “business as usual” is becoming increasingly difficult these days. As remote work skyrocketed in 2020 due to the COVID-19 pandemic, businesses across all industries were confronted with one resounding question: How are we ensuring business continuity in the face of constant change? From manufacturing companies to healthcare, energy, and beyond, this question has led many industries to consider adopting new innovative technologies to help them adapt and thrive.

Mixed reality is the next frontier.

Mixed reality is a prime example of a technology that was previously deemed “nice to have” but now has become pivotal to many companies’ survival and long-term success. And this is clearly seen in emerging software applications like Dynamics 365 Remote Assist and Dynamics 365 Guides that are reshaping how employees work by providing experiential ways to collaborate and train across physical and digital boundaries. Companies expect the convergence of physical and digital experiences to become a defining feature of the modern workplace.

Bridge the distance.

From remote expertise to contextualized virtual training, on-the-job guidance, and more, Synergiz is helping companies across industries make the most out of mixed reality software and hardware. Discover how to increase collaboration, improve training outcomes, streamline tasks, and problem-solve virtually.

As a Microsoft Mixed Reality Gold Partner, we offer extensive expertise in Dynamics 365 Remote Assist and Dynamics 365 Guides.

Dynamics 365 Remote Assist

- ✔ Helps teams on-site connect to remote experts in real time using heads-up video calling on HoloLens 2.
- ✔ Allows experts to see and experience problems firsthand through the eyes of a first-line worker.

Dynamics 365 Guides

- ✔ Empowers workers to learn new skills at work or at home.
- ✔ Uses holographic instructions during training sessions when and where they're most helpful.

Synergiz not only helps your company get started with these applications, but also helps you innovate further, customizing solutions to meet your industry needs and offering a packaged all-in-one product that includes the HoloLens 2 device for fast, easy setup.

Find everything you need – from hardware to software and services – in one global offering.

Whether you're in manufacturing, energy, or healthcare, Synergiz partners with Microsoft to provide your industry with innovative tools that help you realize significant cost and time savings.

Discover HoloKase, a portable all-in-one solution that features HoloLens 2 among other devices needed to support mixed reality experiences in a robust, compact, and fully autonomous suitcase. Open your device and quickly launch preconfigured solutions like Dynamics 365 Remote Assist or Dynamics 365 Guides and benefit from customized software solutions and Azure-based services.

Transform manufacturing operations

What if your experts and technicians didn't need to physically be on-site to perform their jobs?

Reimagine healthcare

What if you could add a mixed reality lens to your medical processes to improve patient care?

Drive innovation in the energy sector

What if you could empower employees to fix faulty parts without needing an expert on-site?

Transform manufacturing operations

Gain real-time remote assistance, conduct audits and inspections virtually, and access critical work details, schematics, and diagrams from anywhere.

As one of the earliest adopters of mixed reality technologies, the manufacturing industry is successfully leveraging mixed reality business applications like Dynamics 365 Remote Assist across discrete manufacturing, process manufacturing, automotive production, and more. At Synergiz, we see the potential that mixed reality has for our manufacturing clients, especially in

a world that continues to face increased travel restrictions and demands for remote solutions. That's why we are partnering with Microsoft to help manufacturers bring a digital layer to their physical reality to accelerate operations and improve the quality and accuracy of work, using remote collaboration and guidance.

Did you know?

With Dynamics 365 Remote Assist, manufacturing experts and field technicians are:²

- ✔ Reducing lost revenue, wasted labor, and direct costs by over \$20,000 per throughput-impacting issue.
- ✔ Avoiding over \$93,000 in annual labor and travel costs per expert.
- ✔ Saving over 124 hours per year, valued at \$2,790 per technician.

Case study: A manufacturing client in Asia improves operations with an all-in-one mixed reality product, HoloKase.

Challenge

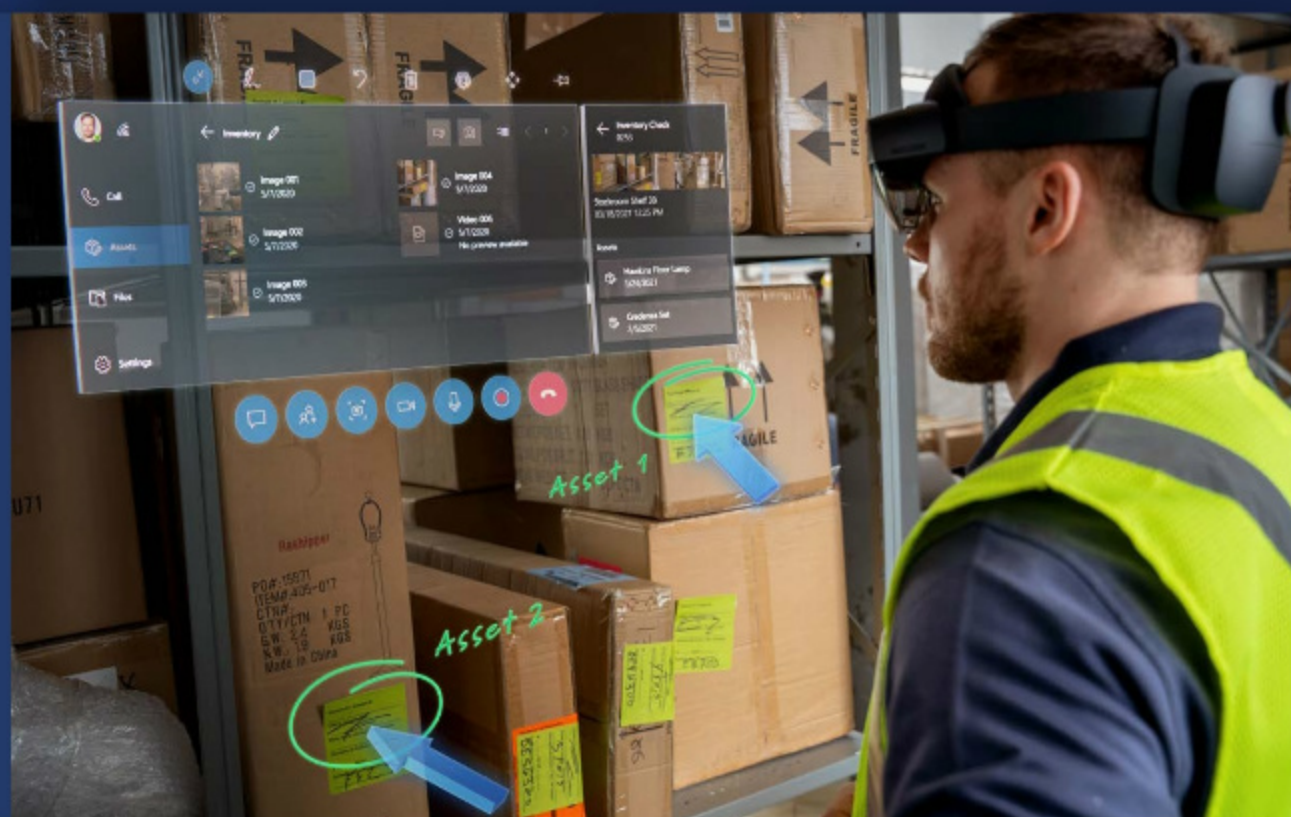
As the world went into lockdown in 2020 due to the COVID-19 pandemic, a manufacturing company in Asia was confronted with an unprecedented challenge. A key production site had a broken machine that urgently needed repairs. Under normal circumstances, the company would have flown in an expert to assess the damage and fix the equipment. Given the stay-at-home orders, however, no experts could travel to the site.

Solution

Synergiz bundled and delivered the all-in-one HoloKase solution that includes HoloLens 2 with Microsoft Dynamics 365 Remote Assist. The package arrived with the mixed reality software already configured and ready-to-use on the HoloLens 2 device, making it easy for on-site workers to get up and running quickly. Synergiz also provided training and assistance to help the client's production teams understand how to use Remote Assist to solve issues faster.

Results

The client was able to rapidly resolve their emergency by using Dynamics 365 Remote Assist to remotely collaborate with experts. Using the HoloLens 2 device, on-site employees met with those experts to visualize the problem from their perspective. With the experts' guidance, the employees quickly stepped through and completed the repairs.



Reimagine healthcare

To further drive technological innovation and empower healthcare providers in a world where social distancing is the new norm, Synergiz assists clients across a variety of use cases to make the most of mixed reality technology.

Are you planning an upcoming mixed reality project? Synergiz helps you customize and deploy software solutions on HoloLens 2. This opens the door to a wide array of innovative possibilities, from viewing 2D MRI and CT scans in 3D holographic renderings to sharing and collaborating on data with remote colleagues.

What if you could confer with experienced practitioners remotely? Or what if you could learn how to use new medical equipment on your own without needing someone on-site to demonstrate? With Dynamics 365 Remote Assist, doctors, surgeons, and nurses can swiftly receive guidance from other medical practitioners in real time and conduct simulated training in a head up, hands free manner. This helps practitioners optimize their time and effort, ultimately improving patient care. Whatever the need, Synergiz provides the expertise and services to help you find the most value in mixed reality.

Work smarter with HoloKase and HoloLens 2.

HoloKase is an all-in-one solution enabling a quick and easy deployment of collaborative holographic experiences in the field using the HoloLens 2 device.

- ✔ Easy hands-free interaction with information by voice, eye-tracking, and gesture.
- ✔ Smooth 3D guidance implemented into reality.
- ✔ Ability to share knowledge with other professionals, locally or remotely.

Case study: A medical manufacturer **supports surgeons** by deploying a new mixed reality application to HoloLens 2.

Challenge

A global medical device company focused on extremities and biologics wanted to deploy their own application on HoloLens 2 to give surgeons deeper insights into surgical procedures prior to operating. However, they needed support launching a mixed reality project from end to end.

Solution

Synergiz partnered with the manufacturer to deploy the company's HoloLens 2 application at scale. By packaging the product up with the HoloKase solution, Synergiz was able to ensure that the client's software was already preconfigured on the HoloLens 2 devices.

Results

Through the partnership with Synergiz, the medical manufacturer was able to support their own clients in offering physicians mixed reality tools that enhance surgical planning through deeper insights into a patient's anatomy and pathology and stronger collaboration between remote colleagues.



Drive innovation in the energy sector

Provide workers with access to remote experts, complete tasks faster and more accurately, and train employees faster with immersive, 3D experiences.

In the energy sector, organizations need solutions that help them accurately and efficiently perform their jobs in potentially hazardous environments. That means maintenance is critical, regulations are strict, and procedures must be followed correctly to ensure the safety of employees.

Synergiz delivers deep expertise and support services in a variety of mixed reality technologies, including HoloLens 2, Synergiz Harbor,

Dynamics 365 Remote Assist, and Dynamics 365 Guides. Through a combination of service, software, and hardware offerings, Synergiz offers energy clients a new perspective on how to evaluate equipment and perform critical tasks. For example, with Synergiz Harbor, a mixed reality 3D model and media management tool, companies can visualize and interact with virtual 3D models that perfectly mix with their real environment, alone or with their team.

Case study: ENGIE Lab CRIGEN and Synergiz build a mixed reality app to visualize data in new ways.

Challenge

Ensuring strong operational performance to produce, distribute, and sell energy is central to ENGIE's work. But finding the right solution to optimize processes can be challenging.

Solution

Synergiz has cultivated expertise in a range of mixed reality tools, services, and software solutions that can be uniquely customized for the energy sector.

Synergiz and ENGIE Lab CRIGEN collaborated to create a customized version of the HoloKase product, a portable all-in-one mixed reality collaboration kit, to include 3D multi-physics simulation software (also known as computational fluid dynamics simulation software) to visualize and analyze data from industrial equipment in a new and innovative way.

Results

- ✔ The software application designed by Synergiz allowed operators to contextualize, visualize, and annotate data using HoloLens 2 without being connected to any external network.
- ✔ Users were able to simultaneously visualize the data and interact with colleagues using the same 3D model.
- ✔ This shared visualization helped operators quickly and accurately understand why particular equipment was reacting in certain ways.
- ✔ The tool was directly integrated into the operational phases of the industrial project lifecycle, which resulted in better collaboration, more in-depth access to complex phenomena, and shared visualization of key data.



Simplify management.

The last thing you want to worry about when on-site is ensuring the safety and security of your mixed reality hardware. That's where HoloKase can help clients consolidate all of their mixed reality investments such as HoloLens 2 devices in one package, securing everything they need in one accessible place.

Efficiency

- ✔ Pre-established connection
- ✔ Devices constantly rechargeable
- ✔ Average of 15% time saving for every meeting³

Peace of mind

- ✔ Easy visual check-in / check-out
- ✔ No additional accessories required
- ✔ 100% success rate for starting³

Durability

- ✔ Optimum protection for HoloLens and other accessories
- ✔ Highly resistant to shocks, humidity, and dust
- ✔ Extends hardware life span up to 2x³

¹ Percentages from [Spiceworks Ziff Davis, The 2021 State of IT](#), a survey of 1000+ B2B tech buyers.

² [The Total Economic Impact™ of Microsoft Dynamics 365 Remote Assist](#)

³ Synergiz internal report

Revolutionize your industry with mixed reality experiences

Synergiz is recognized as a Microsoft Gold Mixed Reality Partner, offering clients end-to-end support and services around mixed reality projects, Dynamics 365 Remote Assist, Dynamics 365 Guides, and custom solutions for HoloLens 2.

Where can we help?

- ✔ Visualize and interact easily with 3D models and media using Synergiz's newest product, Synergiz Harbor.
- ✔ Collaborate with remote colleagues – working together on holograms – to resolve issues in real time.
- ✔ Manage all of your mixed reality devices with the all-in-one solution, HoloKase.
- ✔ Receive help deploying software to HoloLens 2 and drive your own mixed reality projects.
- ✔ Receive expert guidance and launch immersive training programs with Dynamics 365 Remote Assist and Dynamics 365 Guides.

